

What is claimed is:

--1. A method for monitoring a performance of a business activity, comprising:

analyzing the business activity; and

5 selecting at least one predefined business performance model from a plurality of predefined business performance models for monitoring the performance of the business activity.

--2. The method for monitoring a performance of a business activity as set forth in claim 1, wherein

10 the plurality of predefined business performance models is a first business performance model, a second business performance model and a third business performance model.

15 --3. The method for monitoring a performance of a business activity as set forth in claim 2, wherein

the first business performance model can be used to monitor the performance of at least one business activity involving at least one user accessing a service in order to perform at least
20 one transaction requiring an immediate response.

--4. The method for monitoring a performance of a business activity as set forth in claim 2, wherein

the second business performance model can be used to monitor the performance of at least one business activity involving a flow of data having to be processed through at least one application and then distributed.

5

--5. The method for monitoring a performance of a business activity as set forth in claim 2, wherein

the third business performance model can be used to monitor the performance of at least one business activity involving at least one operation that needs to be completed before a predetermined time.

--6. The method for monitoring a performance of a business activity as set forth in claim 2, wherein

the first business performance model, the second business performance model and the third business performance model each include a plurality of predefined sub-processes.

--7. The method for monitoring a performance of a business activity as set forth in claim 6, wherein

the plurality of predefined sub-processes for the first business performance model, for the second business performance model and for the third business performance model include a first sub-process, a second sub-process and a third sub-process.

--8. The method for monitoring a performance of a business activity as set forth in claim 7, wherein

the plurality of predefined sub-processes of the first business performance model, the second business performance model and the third business performance model each include one or more predefined metrics.

--9. The method for monitoring a performance of a business activity as set forth in claim 1, wherein

the business activity is a business process.

--10. A method for monitoring a performance of a business activity, comprising:

analyzing the business activity;

selecting at least one predefined business performance model from a plurality of predefined business performance models for monitoring the performance of the business activity; and

selecting a predefined category of users from a plurality of predefined category of users.

--11. The method for monitoring a performance of a business activity as set forth in claim 10, further comprising:

generating an interface based on at least the selected at least one predefined business performance model and the selected

predefined category of users for illustrating the performance of the business activity.

--12. The method for monitoring a performance of a business activity as set forth in claim 11, wherein the interface is selected from a plurality of predefined interfaces.

--13. The method for monitoring a performance of a business activity as set forth in claim 10, wherein the business activity is a business process.

--14. A method for selecting a business performance model, comprising:

analyzing at least one performance criteria of a business activity; and

selecting the business performance model from a plurality of business performance models at least based on the at least one performance criteria.

--15. The method for monitoring a performance of a business activity as set forth in claim 14, wherein the business activity is a business process.

--16. A method for viewing performance data of a business activity, comprising:

developing at least one business performance model based on at least one performance criteria; and

5 generating the performance data by using the at least one developed business performance model.

--17. A system for monitoring a performance of a business activity, comprising:

10 an interface associated with a user device for viewing performance data associated with the business activity; and

a server operable to store at least one predefined business performance model and to generate the performance data using the predefined business performance model.

15 --18. The system for monitoring a performance of a business activity as set forth in claim 17, wherein

the predefined business performance model includes at least one metric.

20 --19. The method for monitoring a performance of a business activity as set forth in claim 17, wherein

the business activity is a business process.

--20. A system for monitoring a performance of a business activity, comprising:

a processor for generating performance data using a predefined business performance model; and

an interface for displaying the performance data.

--21. The system for monitoring a performance of a business activity as set forth in claim 20, wherein

the predefined business performance model includes at least one metric.

--22. A method for monitoring a performance of a business activity, comprising:

analyzing the business activity; and

selecting at least one predefined business performance model from a plurality of predefined business performance models for monitoring the performance of the business activity, each predefined business performance model associated with at least one performance criteria.

--23. The method for monitoring a performance of a business activity as set forth in claim 22, wherein

the at least one performance criteria of one of the plurality of predefined business performance models is response

time which allows for monitoring the response time of the business activity.

--24. The method for monitoring a performance of a business activity as set forth in claim 22, wherein

the at least one performance criteria of one of the plurality of predefined business performance models is fluidity which allows for monitoring the flow of data of the business activity.

--25. The method for monitoring a performance of a business activity as set forth in claim 22, wherein

the at least one performance criteria of one of the plurality of predefined business performance models is completion time which allows for monitoring the completion of one or more operations by a predetermined time.